

MEMORANDUM

TO: Chairman Debi Tate
Director Pat Miller
Director Sara Kyle
Director Ron Jones

FROM: Eddie Roberson, Jr.
Chief, Consumer Services Division

DATE: July 19, 2004

RE: CONSUMER SERVICES DIVISION MONTHLY REPORT-MAY¹

Regulated utility complaints received and investigated in May	197
Non-regulated complaints received and investigated in May:	
2	
Number of follow-up investigations made in May:	316
Year-to-date regulated utility complaint total:	
1,279	
Number of Telemarketing complaints investigated in May:	
32	
Year-to-date Telemarketing complaints	197
Year-to-date total of Tennesseans signed up for Do Not Call Register:	1,493,154
Number of active telemarketing solicitors:	681
Number of Do Not Fax complaints investigated in May:	229
Year-to-date total of Do Not Fax complaints	
578	
Year-to-date total TDAP devices ordered:	671
Number of calls to MCI Relay Center Intrastate: 54,433 Interstate: 6,200	60,633

¹ Data in this report may change as information is updated.

Regulated Table

(Number of Regulated complaints received in May 2004)

Telephone Company's

1. BellSouth	55
2. Century Tel	2
3. Frontier/Citizens	1
4. Millington	1
5. Peoples	1
6. Sprint United Telephone Co.	4
7. West Tennessee Telephone Co.	1

CLECS

1. AT&T Business	6
2. Birch	1
3. MCI	6
4. Momentum	1
5. XO	3
6. Xspedius	2

**Long
Distance****Regulated Complaints for NR Companies**

1. Echurch	1
2. Long Distance Services	1
3. Teleconex	1
4. Telliss	1

**Gas, Water
& Electric****Billing Agents**

1. AEP	2
2. Atmos Energy	4
3. NGC	1

Resellers

1. Clear Choice	1
2. Evercom	1
3. Excel	2
4. Global Crossing	1
5. GTC Telecom	1
6. IDT	1
7. NCIC	1
8. Telecom USA	1
9. US Long Distance	1
10. US Telecom Long Distance	1
11. Working Assets	1
12. Vartec	1

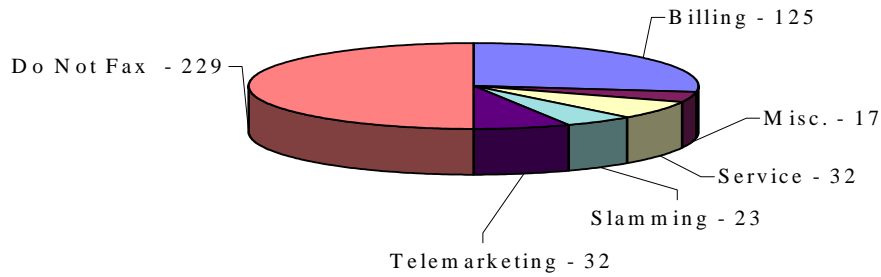
1. AT&T Residential	67
2. AT&T Slam	6
3. MCI	6
4. Sprint Long Distance	12

Non-Regulated Complaints

1. BellSouth	1
2. Xspedius	1
3. Cingular Wireless	1

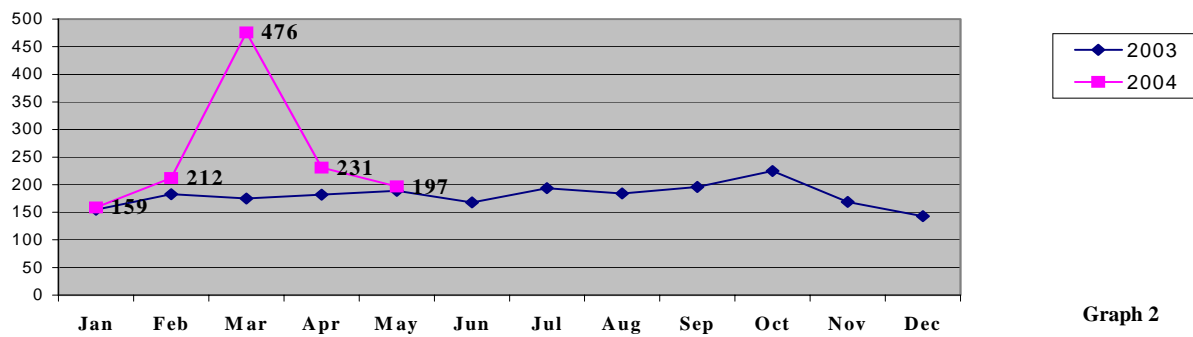
1. Enhanced Services Billing	1
2. Integretel	1

Regulated Complaint Totals for May:



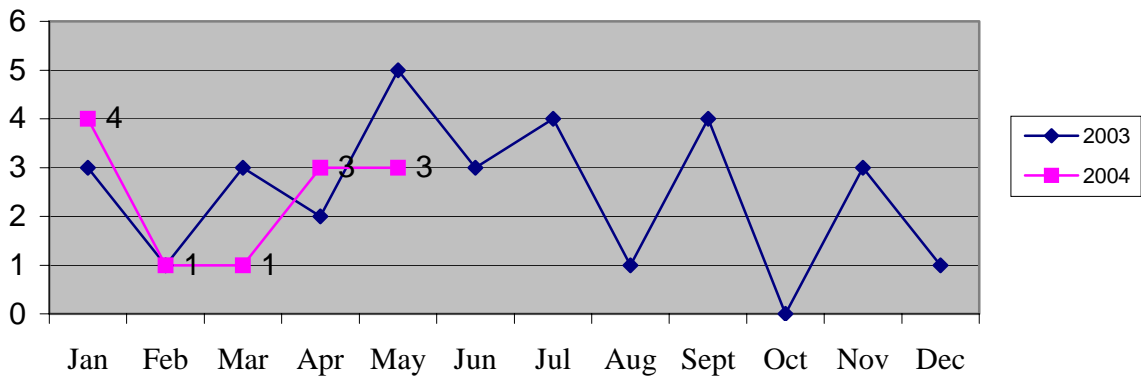
Regulated Utility Complaints from 2003 -2004:

Graph 1



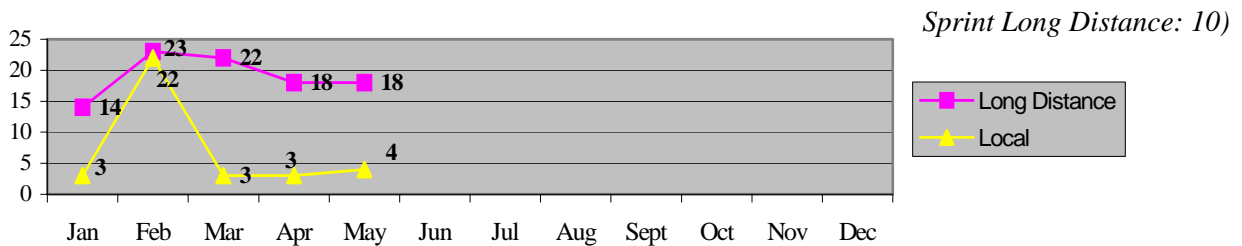
Graph 2

Delayed Installation of New Service –2003 - 2004:



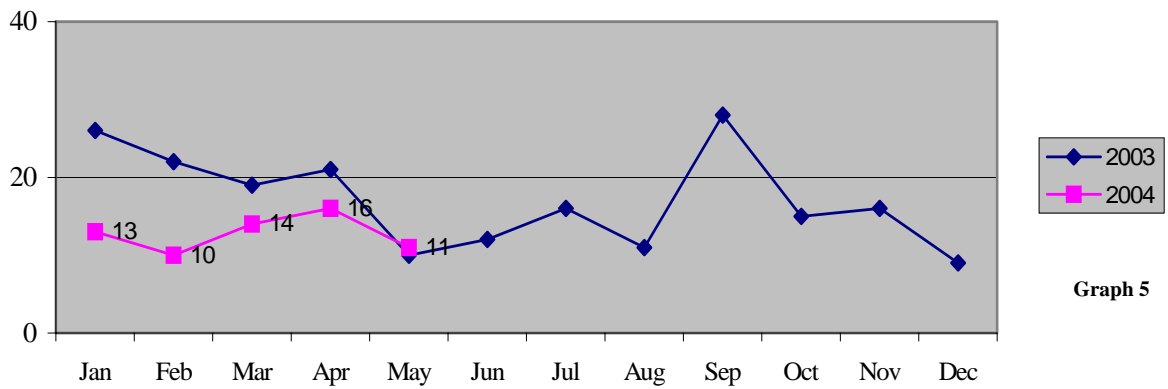
Graph 3

Slamming Totals: (Highest Number of Slamming Complaints for the Month of May:



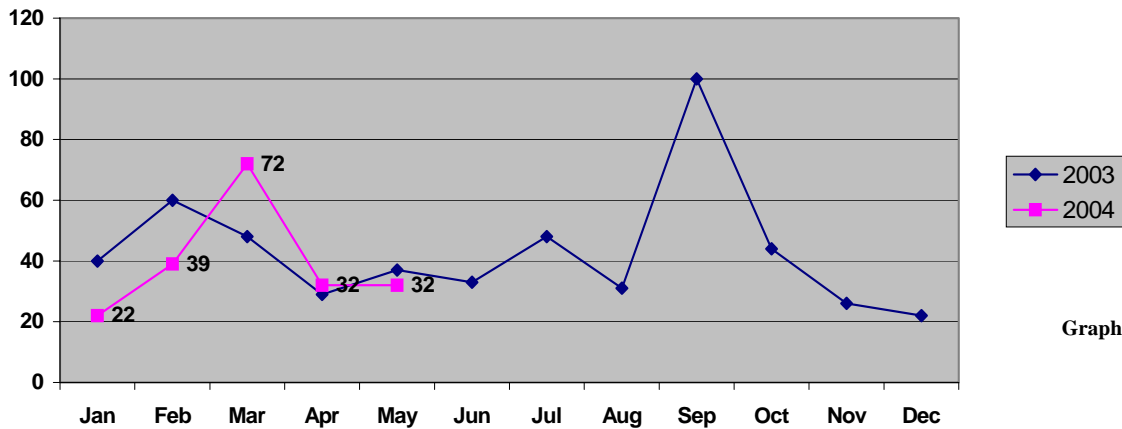
County Wide Calling Complaints from 2003 and 2004:

Graph 4



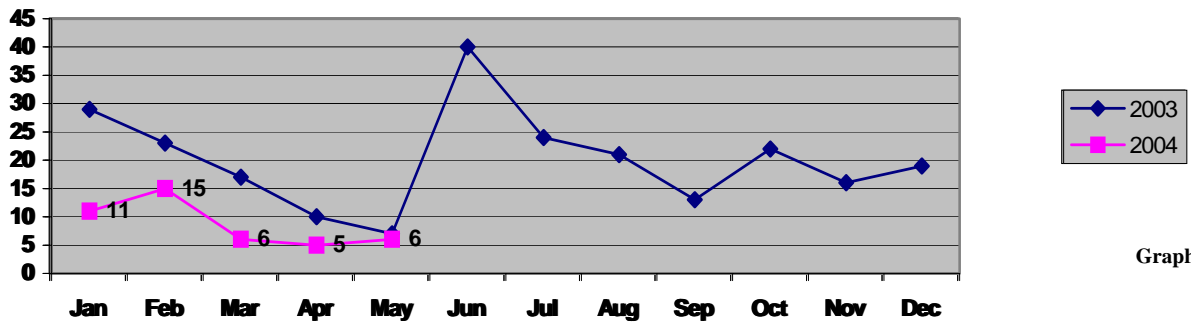
Graph 5

Telemarketing Complaints: (Most Complaints: *RDI Marketing Services, Inc.:* 3)



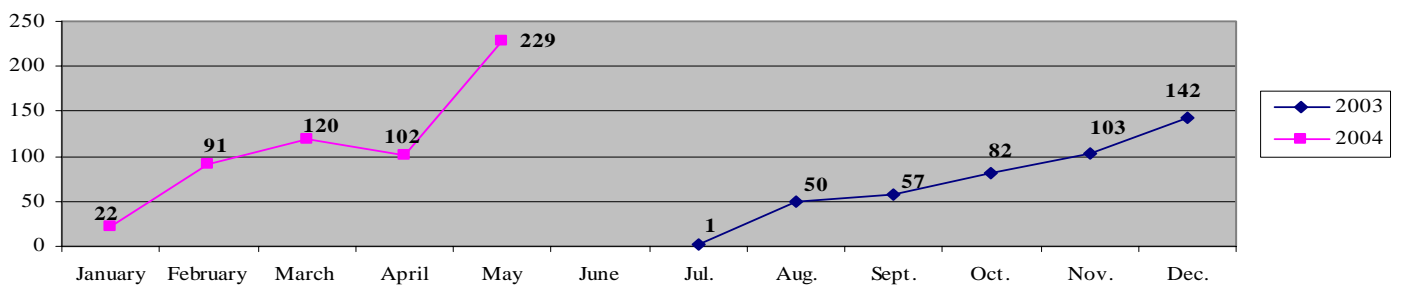
Graph 6

Telemarketing Solicitor Applications Approved:

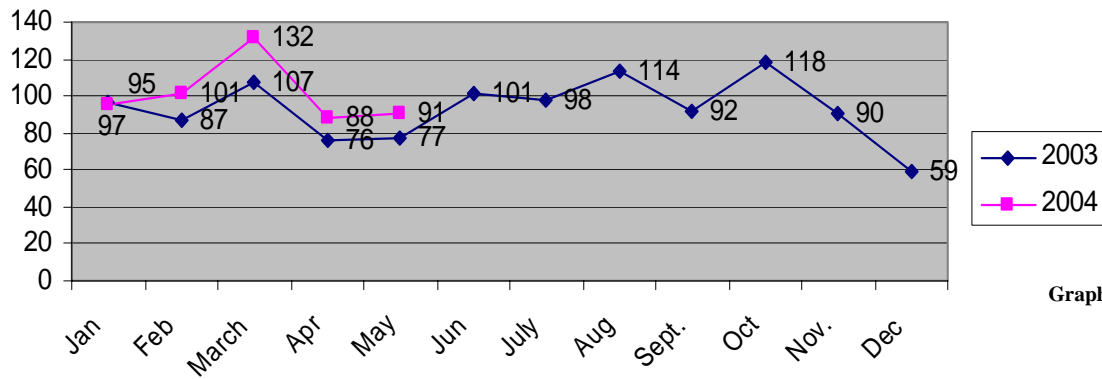


Graph 7

Do Not Fax Complaints 2004

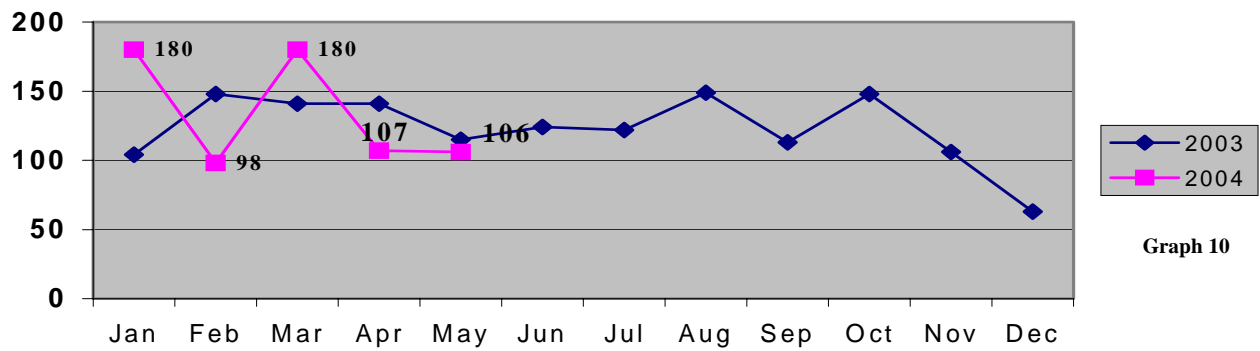


TDAP Applications Approved:



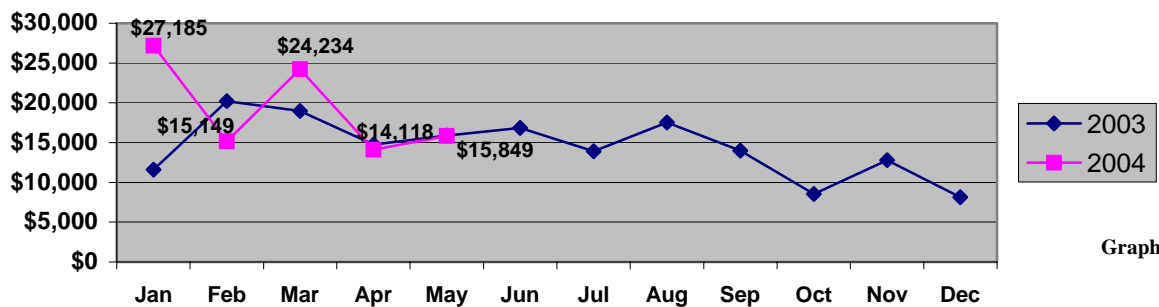
Graph 9

TDAP Devices Ordered:



Graph 10

Total Cost of TDAP Devices Ordered:



Graph 11

